

Madison County Department of Emergency Medical Services



Standard Operating Guideline

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| Title | Patient Refusals Updated |
| Number | 015 |
| Adoption Date | 1/1/07 |
| Revision Date | 8/5/08 |
| Approved by | Lewis Jenkins, EMS Director |



Purpose:

To provide a guideline for properly obtaining patient refusal of care documentation.

Policy:

1. In all cases where the patient refuses treatment and/or transport, the refusal will be documented on the Madison EMS approved refusal form/PPCR.
2. The technician will make every reasonable effort to obtain the patient's signature on the form after performing the following steps:
 - A. Obtain patient's vital signs
 - B. Explain the possible consequences of the refusal
 - C. Explain the need for treatment
 - D. Explain the refusal statement
3. **Pediatric Refusals:** The following chart provides detailed, age-related information about who can refuse care after activating EMS. For any refusal, remember to document all pertinent information including the physician's name following any consultation with UVA Medical Command (434-924-9287).

| Patient age | Consent needed of Parent/Guardian/Person "in loco parentis?" | Call Medical Command |
|-------------|--|----------------------|
| Age ≤3 | Yes | Yes |
| Age ≥4 | Yes | No* |
| Age ≥14 | No** | No* |

* If there is ever any question, call Medical Command

**Unless patient is under 18 and a parent/guardian/person "in loco parentis" is on scene requesting transport and no emancipation exists. Call medical command if needed.

4. After completion of paragraph two (2) above, if the patient still refuses treatment or transport and refuses to sign the form, attempt to obtain the signature of a family member. If this is refused, thoroughly document the refusal. Certainly, there are extenuating circumstances in some cases; for example, the patient runs away or jumps out of the ambulance. However, these circumstances are very rare, and should be very well-documented in the event of their occurrence.
5. After clearing the scene, notify Madison Dispatch of the refusal. This action will ensure that the refusal is documented on tape.
6. If any questions arise during the refusal process immediately notify the Madison EMS Duty Officer for assistance / clarification.